



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending December 31, 2006

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.99	2.63	2.69	2.77
B. Operator Answer Time - Information [730.510(a)(1)]	3.87	5.54	7.33	5.58
C. Repair Office Answer Time [730.510(b)(1)]	11.00	22.00	23.90	18.97
D. Business or Customer Service Answer Time [730.510(b)(1)]	65.00 *	52.00	51.00	56.00
E. Percent of Service Installations [730.540(a)]	95.00%	95.00%	88.00% *	93.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.00%	96.00%	89.00% *	93.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.50	1.60	2.00	1.70
H. Percent Repeat Trouble Reports [730.545(c)]	16.00%	16.00%	17.00%	17.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	4.00%	5.00%	4.27%
J. Missed Repair Appointments [730.545(h)]	45	91	338	158
K. Missed Installation Appointments [730.540(d)]	76	76	162	105

Comments



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